

CASE STUDY

CLIENT:	National Foodservice Equipment
INDUSTRY:	Wholesaling
LOCATION:	Australia
PRODUCT SUITE:	EXO Business
MYOB ENTERPRISE PARTNER:	Horizon Business Systems

Business Profile

National Foodservice Equipment Pty Ltd is a Western Australian company. Within the hospitality and catering industry, National Foodservice Equipment is recognised as a leading supplier and distributor to the foodservice sector.

The business started in 1999 and has grown to 24 employees, with locations in Perth and Busselton.

Key challenges

National Foodservice Equipment needed to find a solution that could cater for multi warehousing and deliver adequate stock control. In short, they had simply outgrown their current systems and felt the previous software they were using could no longer meet the company's growing needs.

As a long term user of MYOB Premier and another third party custom built system, it meant that the integration of the two systems was critical for success.

Solution

The Finance and Administration Manager, Simon Phipps project managed the assessment, selection, specification and implementation of MYOB EXO as National Foodservice Equipment's business management system of choice. He also had a solid hand in configuring many of the business's reports. It was showcased as the next step up from MYOB Premier and a logical choice for the business. According to Simon, "it was the association with MYOB that sold the product."

The integrated stock handling system of MYOB EXO also appealed to the needs of National Foodservice Equipment. Each stock item can include codes, descriptions, groups, cost & sell prices, tracking methods and stock levels for each location.

The Implementation

Back in 2006, National Foodservice Equipment was running on MYOB Premier – along with an array of spreadsheets. Forecasting was a nightmare and at times based on guesswork.

Working with MYOB Enterprise Partner, Horizon Business Systems, Simon defined the information management challenges being faced by the business and ushered in a whole new era of efficiency.

While Simon stresses that MYOB Premier was "great accounting software", it was unable to factor in the increasingly complex demands that the growth was placing on the business.

National Foodservice Equipment looked at various business management systems that were quite expensive or inadequate in feature delivery, when compared with MYOB EXO.

After spending considerable time researching the business management software market, in the end it was the ability of MYOB EXO to be customised that made it stand out from the competition. "It was fantastic that we could get two systems into one. And Horizon, as the service provider, was excellent," enthuses Simon. "They did an outstanding job, were highly committed and put in some amazing hours of work, as did the entire business, to ensure that the

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implementation process was on track.” So much so the entire process from start to finish was completed in only eight weeks.

During this time Horizon and National Foodservice Equipment worked together to complete the enormous task of changing 11,000 stock codes, stock groups, pricing structures, sales models and the integration of two complete systems into one.

The key benefits

National Foodservice Equipment now has 22 staff using MYOB EXO. At times it was a challenging process getting everyone comfortable with the new system and processes. As Simon puts it “we had to remember that some staff went from using Word to using an entire accounting system.”

The business now has a lot more auditory controls in place, including restrictions over certain staff making changes to the system to ensure reduction in human errors and reporting mistakes.

The job costing module and stock control features have ensured National Foodservice Equipment knows their profit margins at all times on all jobs. “After using MYOB EXO, we now have real time visibility of our business. Everything is accounted for, including freight against each job and we get accurate accounting reports that show a clear picture on how the business is performing. Margins are better tracked and even the staff are more aware of costs.” says Simon.

National Foodservice Equipment is definitely seeing the payback on their investment. Simon is such an advocate of MYOB EXO, that the first time the end of month reports were run after implementation he rang the MD to say “we had a big win today!” Simon believes that the sales process is now “10% of the time that it was in the past... and even better the end of month processing is outstanding. It has gone from a 3 day process to 45 minutes!”

National Foodservice Equipment has found the after sales support provided by Horizon to be excellent. “They go over and above their requirements to help and the web based help desk is awesome,” according to Simon.

Getting maximum benefit in less time

As the Finance and Administration Manager, Simon can see that MYOB EXO has more potential to offer in the future, with the uptake of additional modules, specifically those related to POS. National Foodservice Equipment has come a long way since where they were with MYOB Premier and will continue to change and refine they way to operate in the future. To National Foodservice Equipment, MYOB EXO is a complete package for their entire business.

Client and Enterprise partner details

www.nationalfoodservice.com.au

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